

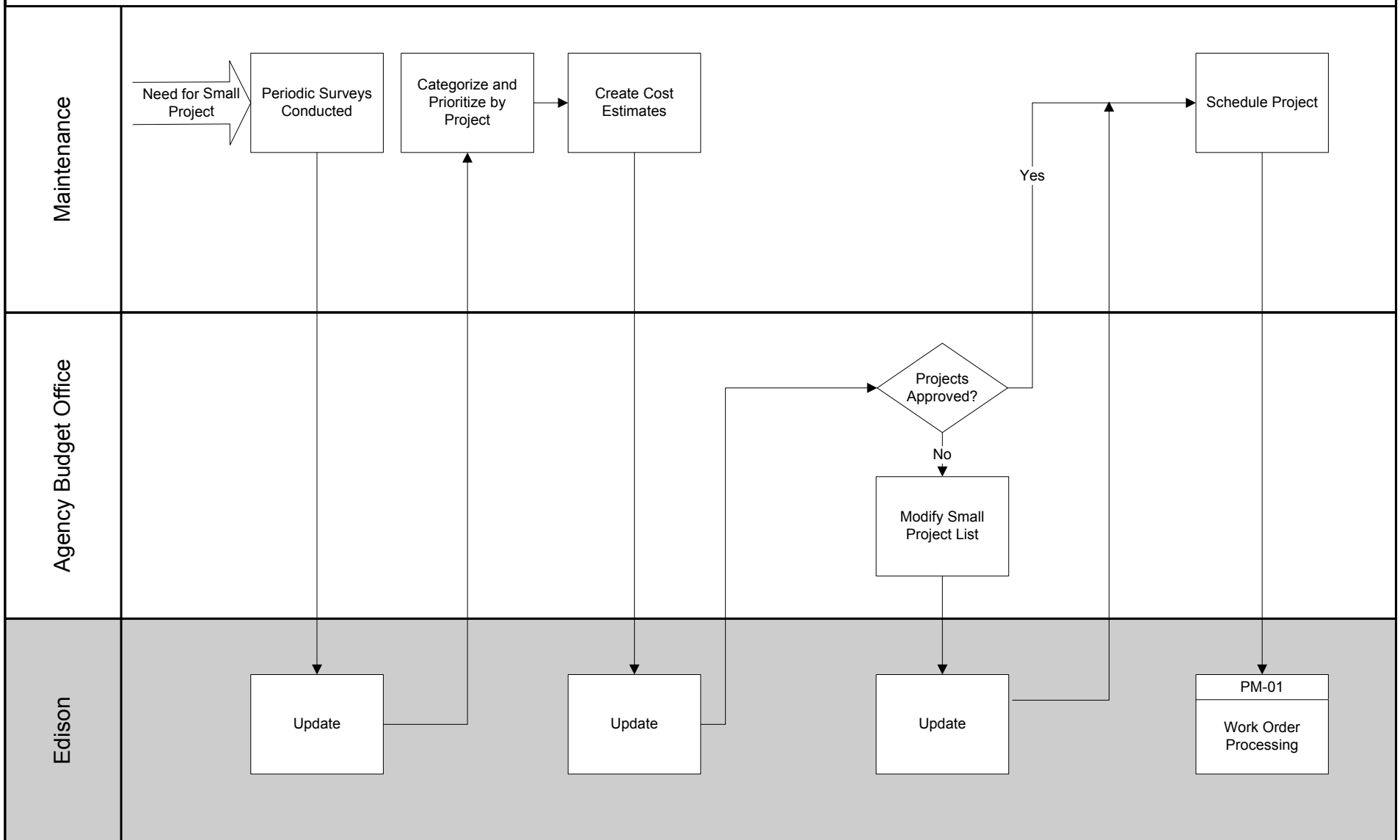
Process Name: Plant Maintenance	Process Identifier: PM
Sub-Process Name: WO Processing	Sub-Process Identifier: PM-01
Sub-Process Purpose and Objectives: To schedule and record cost for building and grounds maintenance.	
<p>Sub-Process Description: An agency employee, or someone external to the agency responsible for the building, will submit a request for service either by phone or logging directly into Edison. The request is sent to the Maintenance Department. Edison will also send preventive maintenance notices automatically at the designated time interval. Unplanned maintenance and preventative maintenance will be combined, and scheduled by the maintenance shop.</p> <p>If the work order is for preventive maintenance, the parts are issued in conjunction with the assignment of the work order to the appropriate maintenance staff via Edison. If the work order is an unplanned maintenance request, the work order will be assigned to a maintenance employee who will identify the work to be done, estimating the cost of the work order. Any tenant work orders must be approved by the requesting agency for scope and cost before proceeding. All other work orders are evaluated against existing approval limits before proceeding. These limits include scope of work, complexity of the maintenance, length of time to complete the request, and cost. If the work order falls above this limit, the work order is evaluated and approved by the site or regional maintenance supervisor before proceeding. If the work order requires a vendor to perform all or part of the work order, the maintenance shop will procure those services using the agency procurement procedures. All parts necessary to complete the work orders will be either issued from the stockroom or procured using agency procurement procedures. The issuance of materials would only occur where the State of Tennessee will furnish the parts.</p> <p>In some cases, a cost may be incurred against a work order that will not be performed. Typically these costs are incurred when an estimate is requested from a vendor, and the agency decides not to proceed. The vendor in some cases will charge for the cost of the estimate. These costs will be charged against the work order prior to the work order being closed.</p> <p>In the course of performing all work orders, if the maintenance personnel discover other maintenance must be done (typically unrelated to the original request) a new work order request will be generated in Edison. If the work order requires that procured services (parts or labor) exceed the original purchasing document, an additional PO will be required. After completion of the work order, the work will be approved and the work order will be updated and closed.</p>	

Process Name: Plant Maintenance		Process Identifier: PM	
Sub-Process Name: WO Processing		Sub-Process Identifier: PM-01	
Sub-Process Trigger(s): <ul style="list-style-type: none"> This process is triggered by the need to perform plant or ground maintenance. The work may be planned maintenance, unplanned or emergency maintenance, or a tenant request. 		Key Sub-Process Participants: <ul style="list-style-type: none"> Requestor or Agencies Maintenance Employee Maintenance Supervisor 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Request for Service	Paper/Electronic	150,000/Year	Tenant/Agency Personnel
Preventive Maintenance	Paper/Electronic	100,000/Year	Maintenance application
Outputs:			
Output	Format	Volume/Time	Recipients
Completed Work Order	Paper/Electronic	300,000/Year	Tenant/Agency
Performance Measures Tracked:			
Measure	Current Value		Target Value

Law, Policy, or Statute Site That Govern Sub-Process:	
Law, Policy, or Statute	Change Required (Yes/No)?
<p>TCA 4-3-1104(a)(6) creates the "Property Management Division" of the Department of General Services</p> <p>TCA 4-3-1105 establish powers and duties of the Property Management Division.</p> <p>TCA 4-3-1104 requires PMS to supervise the maintenance of public buildings, including the State Capitol and Capitol grounds</p> <p>F & A has assigned operational and maintenance responsibilities under the Facilities Revolving Fund, pursuant to TCA 9-4-901, to PSM.</p>	No
Key Assumptions: <ul style="list-style-type: none"> All work orders will flow through Edison. 	
Improvements: <ul style="list-style-type: none"> Improved tracking of work orders and time required to complete each type of work order Better tracking of preventative maintenance activities Better tracking of parts required Better tracking of common failures of like equipment types Ability to track maintenance on an enterprise basis against equipment and manufacture Ability to secure statewide maintenance parts sourcing based repair history and planned maintenance Ability to schedule resources in advance, thereby reducing downtime or lost time Ability to compare resource cost against standard cost 	
Change Management Concerns: <ul style="list-style-type: none"> Training maintenance personnel to use a computerized maintenance system. 	Communication Actions: <ul style="list-style-type: none"> Creating standard maintenance templates for use by agencies in creating maintenance procedures for their needs.
Eliminated Non-Core Systems: <ul style="list-style-type: none"> FIMS 	

Process: Plant Maintenance
Sub-Process: PM-02 Small Projects
Prepared by: Project Edison – State of Tennessee

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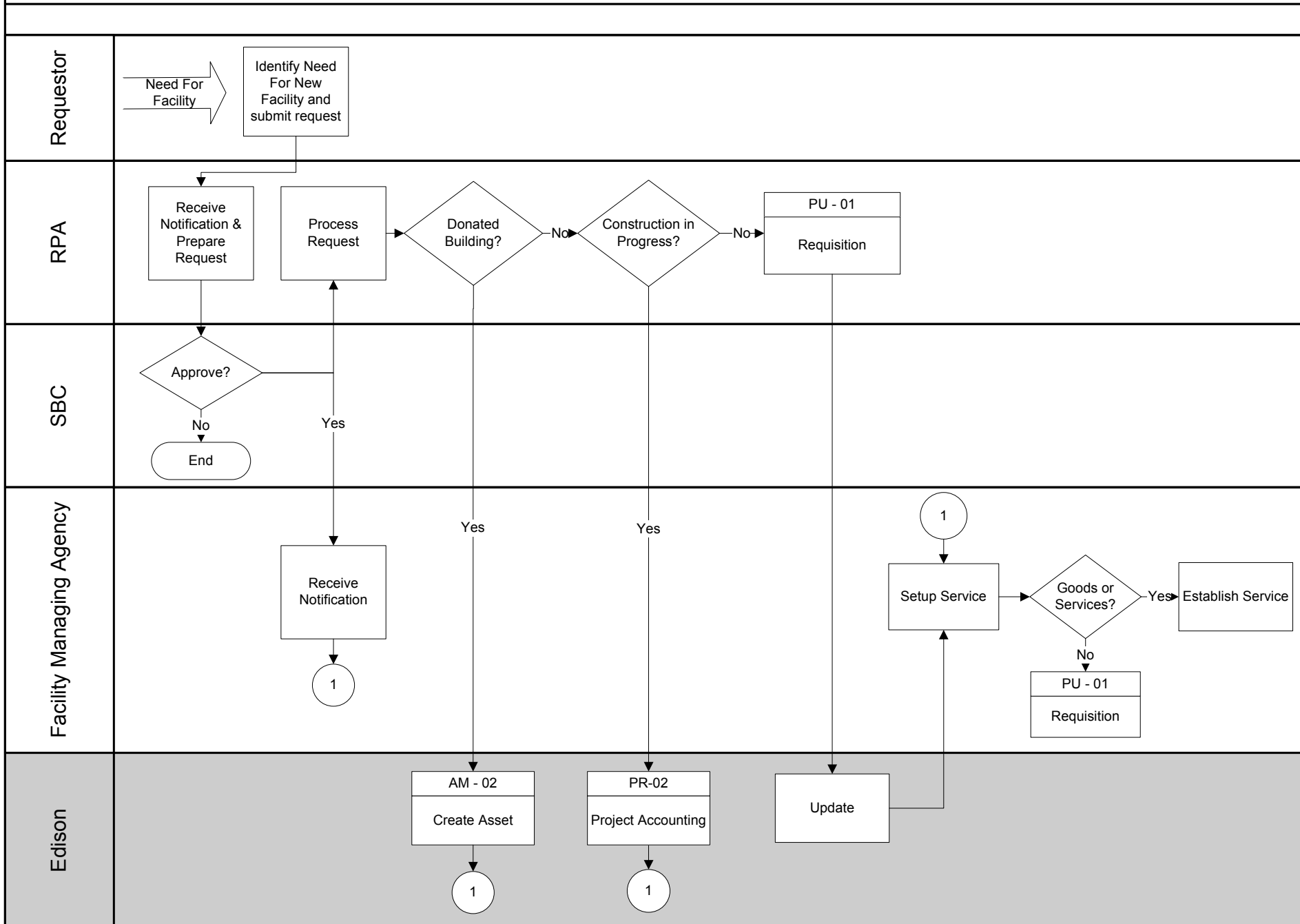


Process Name: : Plant Maintenance		Process Identifier: PM	
Sub-Process Name: Small Projects		Sub-Process Identifier: : PM-02	
Sub-Process Purpose and Objectives: To identify and schedule small agency projects less than \$100,000.			
<p>Sub-Process Description: The maintenance employees will conduct periodic needs assessments of all agency buildings. These assessments will be done on an annual or quarterly basis depending on the agency. The survey's purpose will be to determine any maintenance or repair work that needs to be performed. These projects's cost will not exceed \$100,000. Any projects above \$100,000 are considered to be SBC (State Building Commission) projects, and will be performed by the Department of F & A's Capital Project Division.</p> <p>At the completion of the surveys, the maintenance section will categorize and prioritize a list of all projects to be performed in the next fiscal year and record them in Edison. The maintenance shop will electronically submit a budget request to the agencies' budget office, for approval and/or modification. After a final project list has been approved by the agencies' budget offices, Edison will be updated and the maintenance section will schedule the work to be performed using the PM-01 Work Order Process.</p>			
Sub-Process Trigger(s): <ul style="list-style-type: none"> This process is triggered by the need to perform small plant or ground projects under \$100,000. The work may be planned maintenance, unplanned or emergency maintenance, or unapproved requests from prior years. 		Key Sub-Process Participants: <ul style="list-style-type: none"> Maintenance Shop Agency Budget Office 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Building Surveys	Electronic/Paper	1,000/Year	Maintenance Section
Outputs:			
Output	Format	Volume/Time	Recipients
Approved Project	Electronic	500/Year	Maintenance Section
Performance Measures Tracked:			
Measure	Current Value	Target Value	

Law, Policy, or Statute Site That Govern Sub-Process:	
Law, Policy, or Statute	Change Required (Yes/No)?
<p>TCA 4-3-1104(a)(6) creates the "Property Management Division" of the Department of General Services</p> <p>TCA 4-3-1105 establish powers and duties of the Property Management Division.</p> <p>TCA 4-3-1104 requires PSM to supervise the maintenance of public buildings, including the State Capitol and Capitol grounds</p> <p>F & A has assigned operational and maintenance responsibilities under the Facilities Revolving Fund, pursuant to TCA 9-4-901, to PSM.</p> <p>State Building Commissions Policies and Procedures</p>	<p>No</p>
<p>Key Assumptions:</p> <ul style="list-style-type: none"> Edison will contain all project lists and track each to completion Project Management will be used to manage small projects for the agencies 	
<p>Improvements:</p> <ul style="list-style-type: none"> Centralized tracking of projects to be worked and those that are held over. Faster retrieval of information. Faster flow of approvals. Ability for small agencies to use an integrated project management system. An enterprise basis for developing, managing, controlling and reporting small projects. Ability for agencies to schedule and reserve resources for future dates. Ability to leverage spending by comparing planned small projects against existing capital projects or by combining multiple small projects into a single capital project. Ability to compare planned maintenance against capital projects and avoid unnecessary costs where appropriate. 	
<p>Change Management Concerns:</p> <ul style="list-style-type: none"> Training maintenance and project personnel to use a computerized maintenance system. 	<p>Communication Actions:</p> <ul style="list-style-type: none"> Develop communications between agency budget staff, agency maintenance staff and Real Property Administration

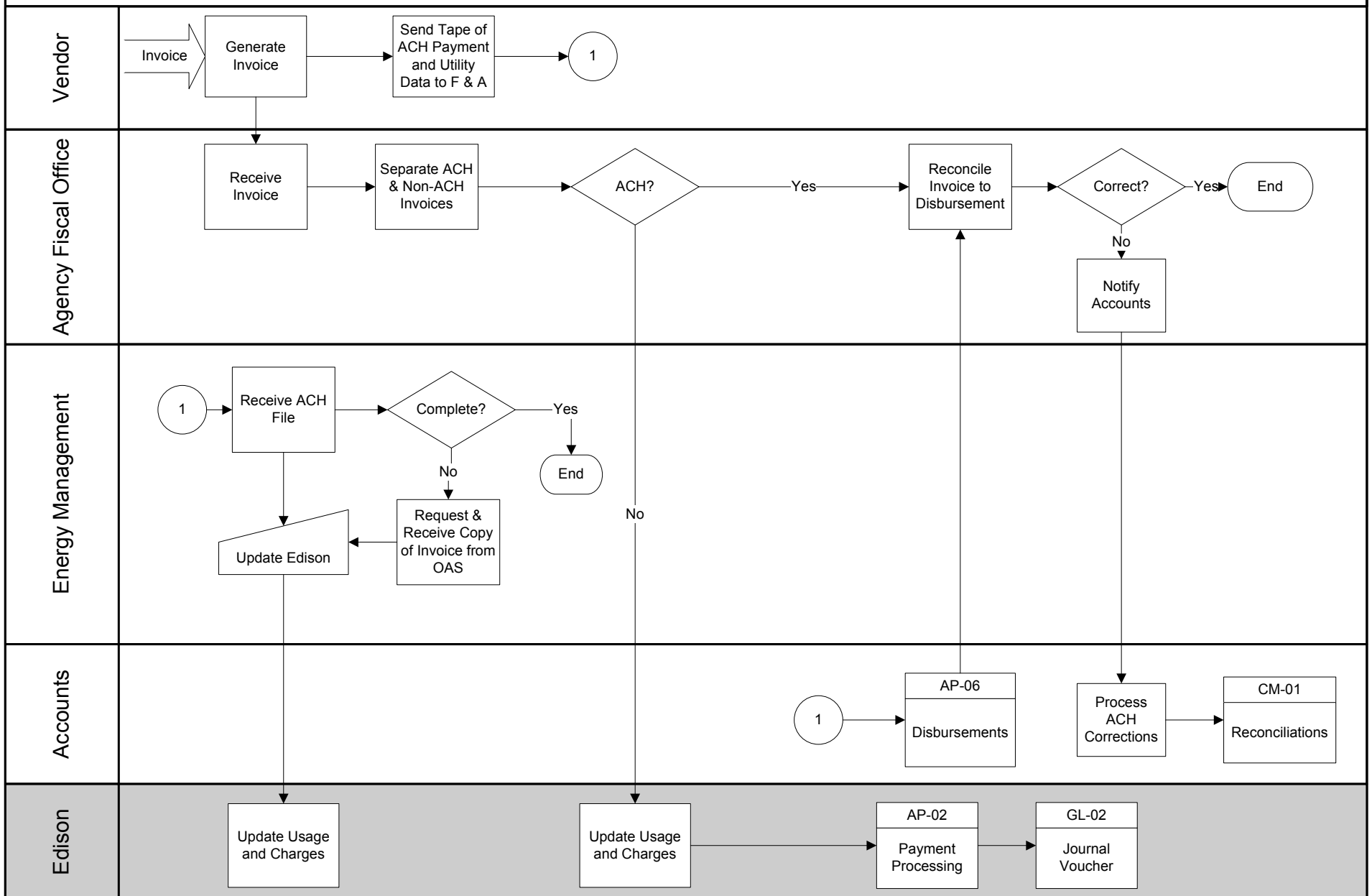
Eliminated Non-Core Systems:

- FIMS



Process Name: Plant Maintenance		Process Identifier: PM	
Sub-Process Name: Establish New Facility		Sub-Process Identifier: PM-03	
Sub-Process Purpose and Objectives: To set up a new building for an agency			
<p>Sub-Process Description: Agencies will submit a request to Real Property Management (RPM) for a new or additional facility. RPM will establish the request in Edison and make a preliminary decision on the request. RPM will review their list of vacant facilities in Edison to determine if there is a facility that is available or if a facility needs to be acquired, constructed or leased.</p> <p>RPM will submit the acquisition request to the State Building Commission for approval. If the building is to be leased, RPM will develop the lease information and execute a lease agreement. If the building is to be constructed, RPM will establish the project and update Edison as needed until construction is complete. All other facilities will be acquired using the procurement module.</p> <p>RPM will notify the managing agency for the facility of the acquisition and the agency will establish all necessary services and commodities.</p>			
Sub-Process Trigger(s): <ul style="list-style-type: none"> This process is triggered by the request from an agency for a new or additional facility 		Key Sub-Process Participants: <ul style="list-style-type: none"> Real Property Mgmt Requesting Agency State Building Commission Facility Managing Agency 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Request for new facility	Electronic	Average 15 to 25/Month	Agency Management
Outputs:			
Output	Format	Volume/Time	Recipients
Establishment of building services	Electronic	Average of 20 to 45/Month	Facility Managing Agency
Performance Measures Tracked:			
Measure	Current Value		Target Value

Law, Policy, or Statute Site That Govern Sub-Process:	
Law, Policy, or Statute	Change Required (Yes/No)?
TCA 4-3-1104(a)(6) creates the "Property Management Division" of the Department of General Services	No
TCA 4-3-1105 establish powers and duties of the Property Management Division.	
TCA 4-3-1104 requires PMS to supervise the maintenance of public buildings, including the State Capitol and Capitol grounds	
F & A has assigned operational and maintenance responsibilities under the Facilities Revolving Fund, pursuant to TCA 9-4-901, to PSM	
State Building Commission	
Key Assumptions: <ul style="list-style-type: none"> Edison has the capabilities to manage facilities services Edison will provide Lessor/Lessee data and functions 	
Improvements: <ul style="list-style-type: none"> Reduce paper flow More efficient tracking of requests Better tracking of services performed by the maintenance staff Data can be used for setting performance management goals Effective space utilization of office space Improve communications between agencies 	
Change Management Concerns: <ul style="list-style-type: none"> Workflow development and the consolidation of data into a single system. 	Communication Actions: <ul style="list-style-type: none"> Develop communications between the facilities offices in each agency and Real Property management.
Eliminated Non-Core Systems: <ul style="list-style-type: none"> Faser 	



Process Name: : Plant Maintenance		Process Identifier: PM	
Sub-Process Name: Energy Management Tracking		Sub-Process Identifier: PM-04	
Sub-Process Purpose and Objectives: To process and record energy data for buildings.			
<p>Sub-Process Description: At the end of a utility vendor's billing cycle, the vendor will submit all utility bills for payment. The vendor will submit a paper copy of the invoice to agency's Fiscal Office for all charges.</p> <p>If the vendor is paid via ACH, the vendor will submit an electronic file to the Division of Accounts for payment. An electronic file of all usage data will be uploaded into Edison for all ACH vendor payments. If the usage information is incomplete, Energy Management will request a copy of the invoice. After the Division of Accounts has processed the ACH payment, Accounts will allocate the charges to the proper building using a Journal Voucher (GL-02). The Fiscal Office will reconcile all charges. If an error is discovered, the Fiscal Office will notify Accounts who will, in turn, process a credit ACH to the utility vendor.</p> <p>If the vendor is not paid via ACH, the Fiscal Office will enter the invoice information, including usage data into Edison.</p>			
Sub-Process Trigger(s): <ul style="list-style-type: none"> This process is triggered by the submission of utility bills. 		Key Sub-Process Participants: <ul style="list-style-type: none"> Energy Management Agency Fiscal Office Vendor Accounts 	
Inputs:			
Input	Format	Volume/Time	Suppliers
Utility Invoices	Paper/Electronic	20,000-25,000/Month	Vendors
Outputs:			
Output	Format	Volume/Time	Recipients
Payments	Paper/Electronic	20,000-25,000/Month	Vendors
Utility Records	Electronic	20,000-25,000/Month	Energy Management
Measure		Current Value	Target Value

Law, Policy, or Statute Site That Govern Sub-Process:	
Law, Policy, or Statute	Change Required (Yes/No)?
Key Assumptions: <ul style="list-style-type: none"> Edison will be able to record utility data other than payment information. Edison will be able to produce trend reports for energy cost. 	
Improvements: <ul style="list-style-type: none"> A central data base of all utility data that can be used to manage energy Elimination for the need to copy paper bills by using of document imaging Reduction in accounting errors through the use of default information tied to meter or account numbers Reduction in lost discount due to faster processing time 	
Change Management Concerns: <ul style="list-style-type: none"> Agency's expanded data entry elements for utility data. 	Communication Actions: <ul style="list-style-type: none"> Develop communication between agencies and Energy Management.
Eliminated Non-Core Systems: <ul style="list-style-type: none"> Faser 	